



Joint Trade Union Partnership statement

Our statement on the Joint Trade Union Partnership

The purpose of this statement is to communicate Thames Water Utilities Limited's ("Thames Water") approach to its Partnership Agreement with the Trade Unions and their members, outlining the principles we follow to foster collaboration, employee representation, and shared responsibility. This agreement ensures that our practices align with industry standards, promoting transparency, employment security, and the active involvement of employees in shaping the company's future.

Our structure

Thames Water is the largest supplier of water and wastewater services in the UK, serving approximately 16 million customers and managing and maintaining 31,900km of water pipes and 109,400km of sewers across London and the Thames Valley.

Who this statement applies to

This statement applies to employees of Thames Water and the Thames Water Trade Union Partnership.

Our Partnership Approach

At Thames Water, we believe that an inclusive work environment that values and respects everyone is key to our success as the UK's largest provider of water and wastewater services. Our commitment to fostering strong relationships with employees, trade unions, and stakeholders underpins our mission to deliver sustainable and reliable services to our 16 million customers.

Thames Water has established a robust Partnership Agreement with recognised trade unions "UNISON", "GMB" & "Unite" that is built on trust, openness, and shared responsibility. This agreement ensures that all employees have a voice in the decisions that impact their working conditions, employment security, and career development. We recognise the vital role that our employees and their representatives play in driving the company's success, and we are dedicated to working together to navigate the challenges and opportunities within a complex and dynamic industry.

Our key principles

Our partnership is guided by the following key principles:

- **Openness and Transparency:** We are committed to ensuring open and constructive dialogue. Our processes are designed to foster mutual respect and ensure that decisions are made collaboratively and with the best interest of all involved.
- **Employment Security:** We work diligently to safeguard employment security for our workforce. Through early consultation on organisational changes and the implementation of supportive measures such as retraining and redeployment, we aim to minimise periods of uncertainty and provide career continuity wherever possible.
- **Employee Representation:** The partnership supports trade union membership and actively encourages employee participation. Our forums at both corporate and business

unit levels ensure that employees' views are effectively represented in key decisions about terms and conditions, policies, and business strategy.

- **Negotiation, Consultation and Communication:** We engage in meaningful Negotiation and consultation processes, ensuring that the views of employees are considered before any major decisions are made. Clear and timely communication is critical to this process, helping us maintain transparency and ensure that employees remain informed about business developments and changes.

Commitment to ESG Standards

Our partnership approach is integral to our Environmental, Social, and Governance (ESG) commitments. We recognise the importance of maintaining strong, ethical relationships with our workforce and ensuring that their rights and interests are upheld. By fostering a collaborative work culture, we not only enhance employee satisfaction and productivity but also reinforce our responsibility to the communities we serve and the environment in which we operate.

Our commitment

As Thames Water continues to evolve, we remain committed to strengthening our partnership with employees and trade unions. Together, we will drive innovation, achieve business goals, and ensure that Thames Water is an employer of choice within the UK water sector. We invite our stakeholders—shareholders, investors, and customers—to view this partnership as a cornerstone of our long-term strategy for sustainable growth and operational excellence. This document constitutes the Thames Water statement and has been reviewed and approved by the Chief Executive Officer of Thames Water Utilities Limited.



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Catherine Green
Chief People Officer
Thames Water Utilities Limited
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